YOUR GUIDE TO OSHC ENROLMENT AND BOOKINGS AT THE Y

Follow the easy steps inside to enrol now!

GETTING STARTED AT THE Y!

- ☑ **Submit your application online.**
- ☑ **Check your inbox and activate your account!**
- ☑ **Accept the offer via email.**
- ☑ **Complete all enrolment information.**
- ☑ **Meet the team at our OSHC Service and commence in care!**

the Y

GETTING STARTED AT THE Y

Thank you for following the steps outlined in this booklet to set up and manage your OSHC bookings at the Y.

1. Scan the QR Code to Submit Your Application Online via our wait list

Complete the enrolment details. Be sure to include guardian and child information, CRN numbers for claiming the Child Care Subsidy and the sessions of care that you require.
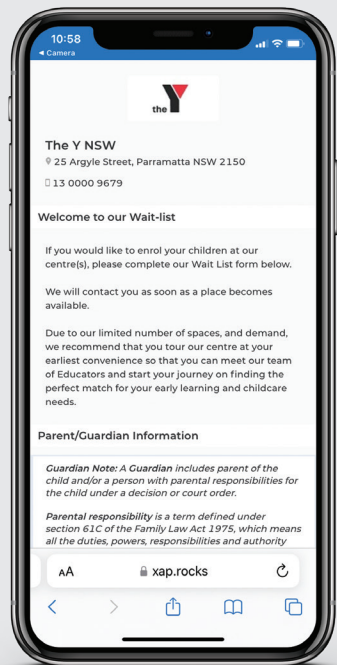
Submit your application online

2. Check Your Inbox and Activate Your Account

1. When you submit your application, a Xap account will be created for you.

2. Click the link in the activation email to create a password and login.

3. Login at any time to manage your account via the Xap Smile App.

4. You can also log in via the Xap Guardian Portal at www.xap.rocks.

3. We'll Email You an Offer to Accept When a Permanent or Casual Position is Available

1. Please note that offers expire after three days. We'll check if the days you have requested are available and will contact you if any further details are needed to progress your application.

2. If we can offer a permanent or casual position, we will send you an email with an offer for you to accept. Be sure to look out for emails from childcare@ymcansw.org.au for this notification.

3. To accept the offer, please login to www.xap.rocks with your email and password.

4. Go to the **"Waitlist & Tours"** screen from the left-hand menu bar. Here you can choose **"Accept Offer"**.

COMPLETE ALL ENROLMENT INFORMATION

All enrolment information needs to be completed including medical and billing details. Bookings will commence once all enrolment information is complete.

We thank you for your time and patience in providing the Y with all necessary information that we require to provide quality care for your child.

Complete your enrolment information via the Xap Guardian Portal

1. Use your email and password to log on to www.xap.rocks

2. Go to the **"Waitlist & Tours"** on the left-hand menu bar.

3. For each child enrolling, select **"edit enrolment"**.

Complete Guardians Details

Contacts who are set up as **'Guardians'** will have access to the Xap Guardian Portal and parent app — Xap Smile. Here you can add all contacts who you would like to have access to your account information. Please ensure to read all the Y NSW policies, and the Parent Handbook & Standards of Conduct.

Complete Nominee Details

Secondary contacts who do not require full access to your Xap account should be added as **"Nominees".** These are typically authorised or emergency contacts. You will be prompted to complete all authorisation details for care arrangements and details for drop off and pick up.

Complete Child Details

Provide all medical information for health conditions, immunisations, additional needs, and dietary requirements, including allergies. Where applicable you will be asked to upload the latest copy of any immunisation or medical details/plans.

Provide a Payment Method for Direct Debit Billing

Families are required to setup a payment method for direct debit payments. Fees for care are direct debited fortnightly on Fridays from your nominated bank account or credit card. OSHC fees are paid two weeks in advance for the duration of enrolment. Invoices are issued prior to the debit each fortnight. Further information can be found in **the Y Children's Services Handbook.**

SCAN TO DOWNLOAD
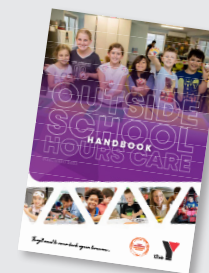
Complete Declarations

Please ensure you read and agree to all declaration items before saving and submitting your completed enrolment form.

DAY-TO-DAY GUIDE

Set Up Your Kiosk Code for Singing Your Child In/Out

At the Y NSW, we use a digital kiosk system which enables authorised persons to securely sign children in or out of care. Guardians and authorised pick up Nominees will need to set up their preferred four-digit Kiosk Code to be able to sign children in/out.

Setup your kiosk code using the Xap Guardian Portal:

1. Select the families menu icon in the left-hand menu.
2. Under each Guardian/Nominee, select the three-dot menu and **"Edit".**
3. Select authorisations from the left menu.
4. Under **"Kiosk Code"** select the eye icon to show the code, update your pin and save.

Setup your kiosk code using the Xap Smile App:

1. Go to the menu by selecting the three lines in the bottom right corner.
2. Select the Guardian/Nominee, then select **"Profile".**
3. Scroll down to authorisations, select **"Drop Off/Pick Up Child(ren) to/from the Service"**
4. Select the kiosk code, update your pin and select done

Notification of Absences

For child safety, please notify if your child will be absent prior to the session. Failure to notify may result in a search fee being charged.

To notify an absence using the Xap Guardian Portal:

1. Select the families menu icon in the left-hand menu.

2. Select **"Bookings"** from the top menu.
3. Select the date/s you wish to mark absent by ticking the box. Select the bulk action button at the top right.
4. Select the option of **"Mark Absent"**, complete details and **"Confirm Absence".**

To notify an absence from the Xap Smile app:

1. From the Xap Smile app, select the menu in the bottom right corner, and go to **"Bookings".**
2. Find the booking you wish to mark your child absent for.
3. Select the three-dot menu, **"Mark Absent"** and **"Confirm Absence".**

Book Casual Days or Vacation Care:

To book casual days or vacation care using the Xap Guardian Portal simply:

1. Select the families tab from the left-hand menu, go to **"Bookings"** in the top menu.
2. Select the green + button to access the **"Add Booking"** screen.
3. Complete all details and save. The booking will now appear under your bookings tab.

Using the Xap Smile app:

Select the menu in the bottom right corner and go to **"Bookings".**

1. Select the green + button to add a new booking.
2. Complete all details and save. The booking will now appear under your bookings tab.

Note: For Arrangement type, select CWA if you are claiming the Child Care Subsidy. If unsure, please contact us.

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